User Guide
Vodafone Mobile Broadband USB Stick K5008-Z

Designed by Vodafone

Welcome

to the world of mobile communications

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Welcome

Your new Vodafone Mobile Broadband USB Stick connects your computer to the internet over the Vodafone mobile phone network. The Vodafone QuickStart technology built into the device lets you connect quickly, simply and easily.

Browse the web

You can now access the web and any other internet service wherever there's a mobile phone network.

Pick up emails

Keep up to date with your emails, wherever you are.

Send and receive SMS text messages

You can send and receive SMS text messages straight from your computer. The SMS application provides an easy way to view messages, write new ones, and manage them.

System Requirements

To use this USB Stick and the Vodafone Mobile Broadband application, you need:

– A computer running Microsoft® Windows® 8, Windows® 7 (SP1 recommended), Windows Vista™ (SP2 recommended), or Windows® XP (SP3 recommended), or an Apple Mac running Mac OS® X 10.5 (Intel®), 10.6, 10.7 or 10.8 (all with latest updates), or a computer running Linux Ubuntu 11.10/10.10/10.04, openSUSE 11.4/11.3, Fedora 16/14, Debian 6.0/5.0, Mandriva 2010.2, Red Flag 7.0. There may be some limitations in the Linux implementation.

– A USB socket

– Administrator rights on your computer.

Note:
Linux users can access the Vodafone Mobile Broadband application by entering either of the following addresses into your browser: http://VodafoneMobile.vmb or http://192.168.9.1.

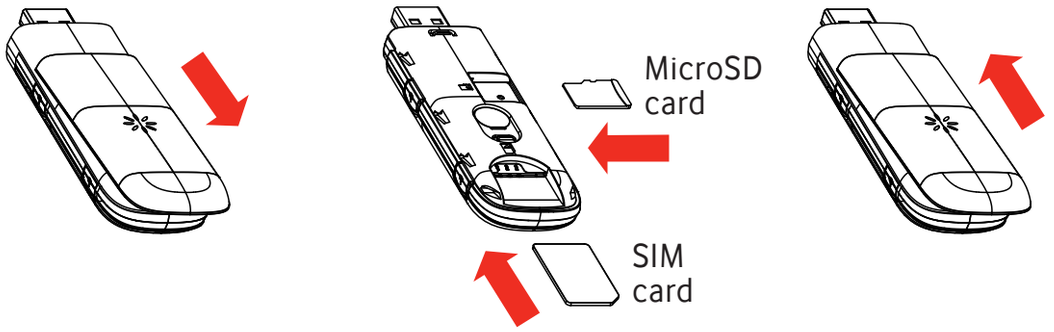
Set up your USB Stick

Note: Some computers may be set up to prevent automatic installation of the VMB Lite service from your USB Stick. In this case, follow the steps in the hints and tips section to manually install the VMB Lite service on your computer.

On a Windows 8 PC the user experience is slightly different. This is explained on the next page.

Step 1

Slide the front cover off the USB Stick, and insert your SIM as shown.



Step 2

Important. If you have an earlier version of the VMB software on your computer, you must un-install the VMB software completely and re-boot your PC **before** inserting this USB Stick.

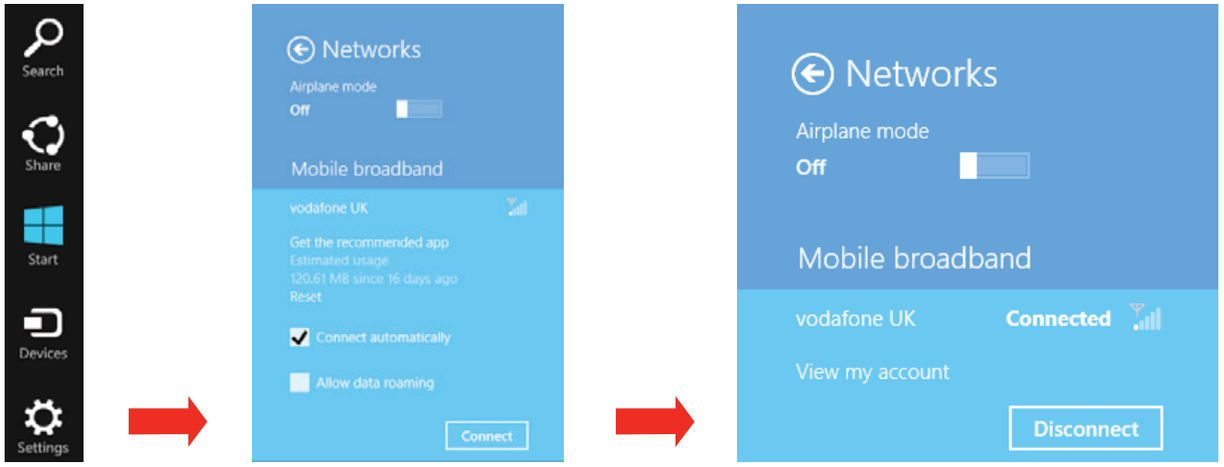
Step 3

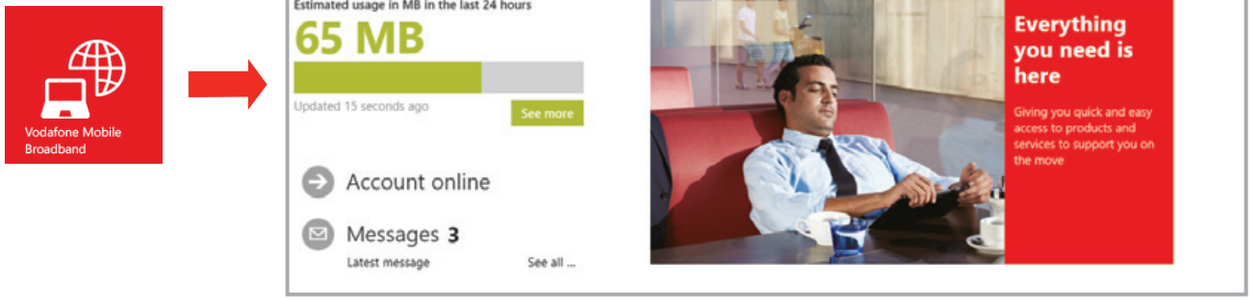
Plug the USB Stick firmly into your computer's USB port. You should see a progress bar whilst the Vodafone Mobile Broadband service is installed on your computer from the USB Stick. Once setup is complete, the Vodafone Mobile Broadband application is started automatically, and you are connected to the Vodafone network (if a PIN is required you will see a popup screen requesting it before you can connect). The LED on the USB Stick will change from flashing to solid, and you will see 2 popup screens.

Windows 8 installation and user experience

On a Windows 8 PC the Mobile Broadband user experience is slightly different as the mobile network connectivity is managed within the Windows 8 operating system. When you plug in the USB Stick, you need to open the 'charms' (Search, Share, Start, Device and Settings), and select **Settings** > **Networks (or Your Wi-Fi Network Name)** > **Mobile Broadband**.

Select **Connect Automatically** if required, then click **Connect**. Initially the Connection Manager will show 'Get recommended app' and this will change to 'View my account' when the Mobile Broadband application has been automatically downloaded by Windows 8.





Note:
The Mobile Broadband application can be launched by selecting the application Tile or View My Account Link in the Networks area of the Settings charm

Connection window

Note: Once setup is complete, you can always access the Vodafone Mobile Broadband application when your USB Stick is inserted into your computer by clicking the desktop icon

1 Connect/Disconnect
Connect to the internet via the mobile phone network or Wi-Fi, to browse the web or use email

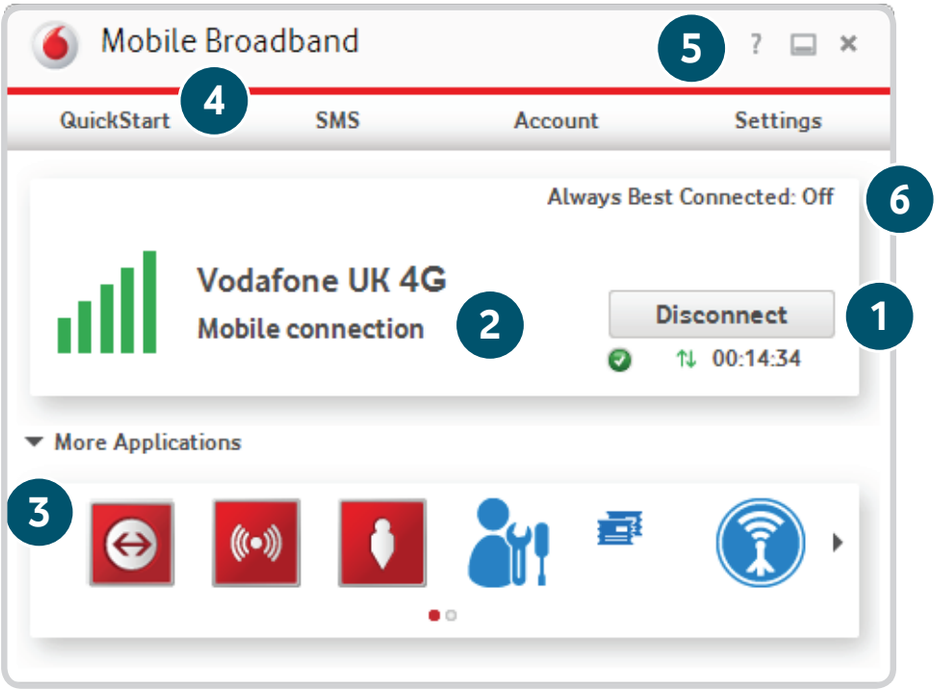
2 Status
Check the status of the current connection

3 Shortcuts
Select services, applications and tools

4 Menu bar
Device and network settings and diagnostics, SMS functionality, manage your account.

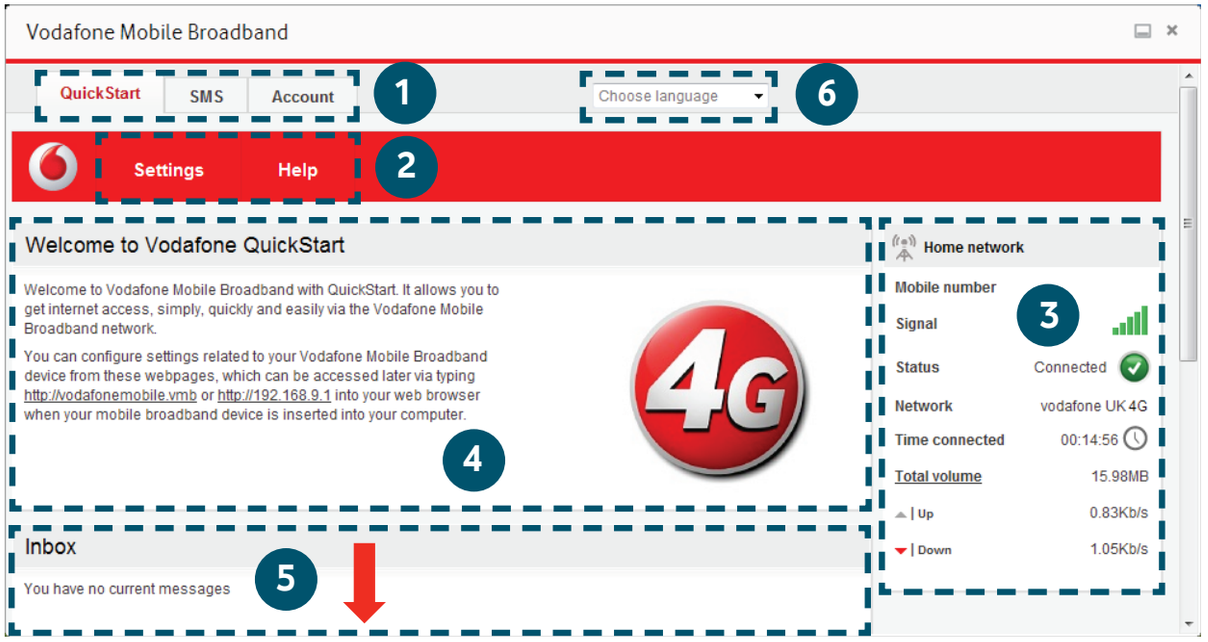
5 Help
View Help topics

6 Always Best Connected
Configure connection preferences



QuickStart window layout

1. Navigation tabs – Select QuickStart, SMS or Account view
2. Navigation bar – Select an area within each view
3. Current network panel – Status of mobile broadband network connection
4. Content area – Content for current area
5. Context help – Context-sensitive help for current area (scroll down)
6. Language selection – Defaults to browser language



In the QuickStart view Settings area you can:

– Set options for automatic connection to the mobile network

– Specify the SIM PIN number (if required by your network)

– Set other options via the Menu bar on the left-hand side of the window.

Note: Every window in the QuickStart application has this same standard layout.

Context-sensitive help for each window is always available at the bottom of the window.

Sometimes an additional Menu bar will appear on the left of the window

QuickStart view: Current network panel

The Current network panel appears on the right-hand side of every screen within the QuickStart application. ‘Roaming network’ is displayed when you are roaming on another operator’s network, or ‘Home network’.

Mobile number – Shown if permitted by your network operator

Signal – More bars indicates better mobile broadband network signal

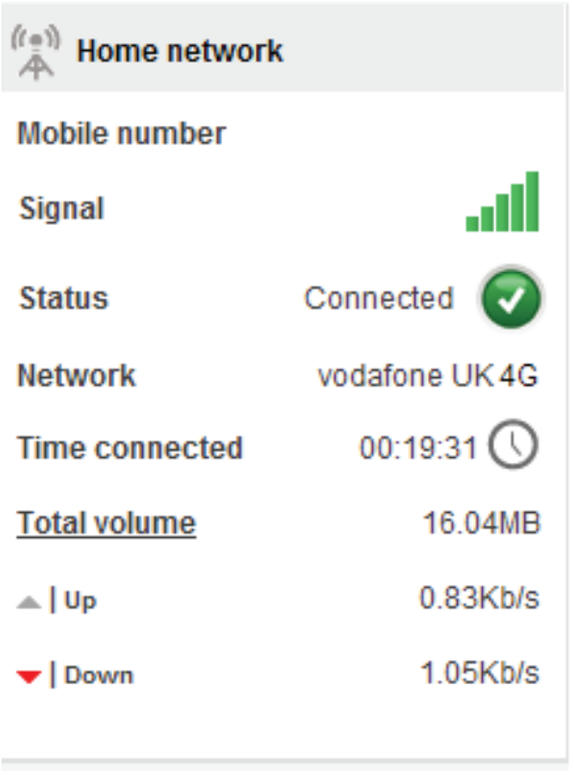
Status – Tick when connected to network; Cross when not connected

Network – Name and type of currently connected network

Time connected – For current connection to network

Total volume – Approximate cumulative data usage

Up / Down – Approximate connection speed: ‘Up’ to the network from your computer, and ‘Down’ from the network



Note: Whenever you insert your USB Stick into your computer you are connected to the mobile network.

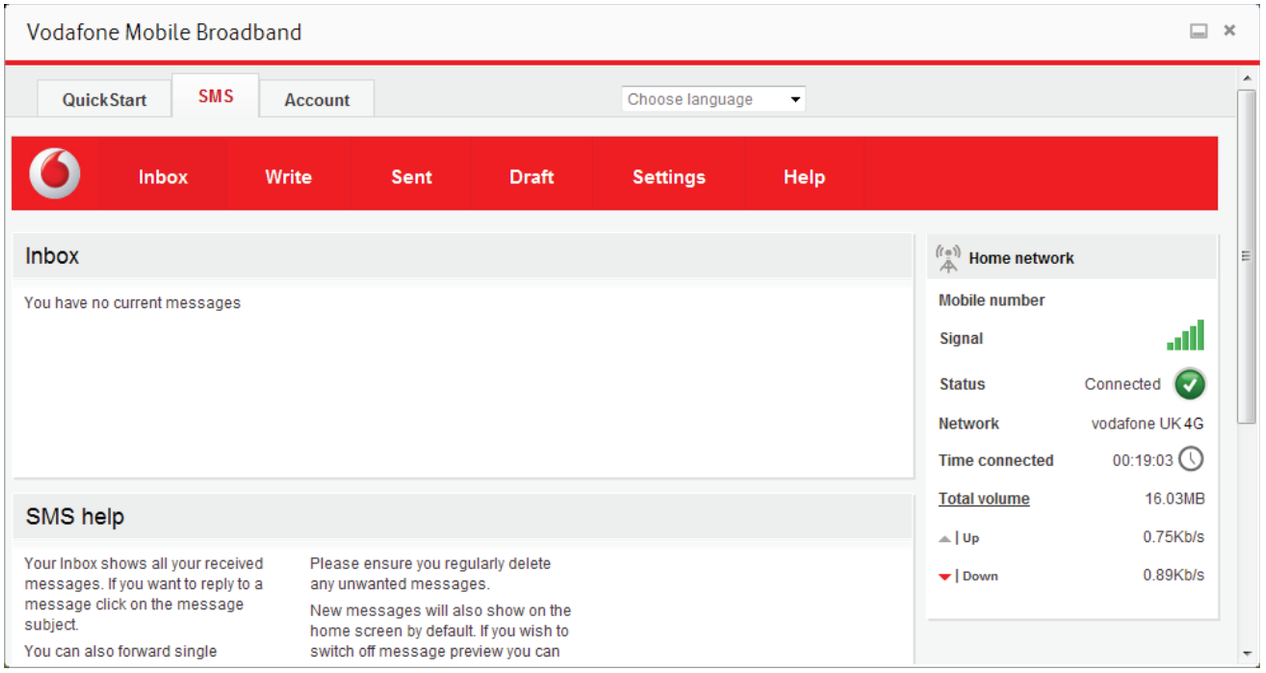
If you are running Linux you will need to open the browser manually.

Automatic network connection can be disabled from the Settings area in the QuickStart view.

The QuickStart application can also be accessed from the Vodafone Mobile Broadband desktop icon.

SMS view

The SMS view has six options on the Navigation bar covering all messaging functions: Inbox, Write, Sent, Draft, Settings and Help.



Note: When you select the checkbox in the title bar of the Inbox, Sent folder or Draft folder, all messages in that folder are selected. This is useful if you want to delete multiple messages. It is not possible to forward multiple messages.

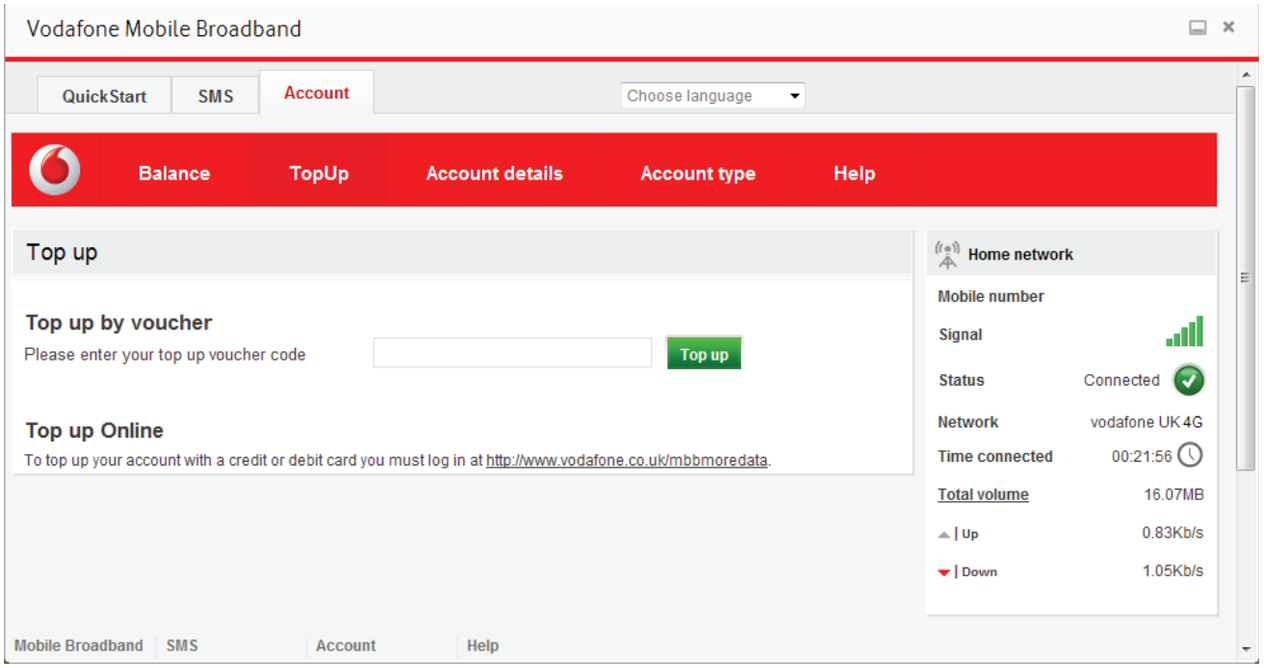
In the Settings area you can select or de-select the SMS preview in the QuickStart view.

Account view

The Account view has three options on the Navigation bar: Account details, Account type and Help. For prepaid account customers there are two additional options: Balance and TopUp.

For prepaid accounts, the Balance area shows your current account balance. Click the Refresh button to update the balance value. The TopUp area allows you to top up a prepaid account balance using either a voucher, or a credit or debit card.

Note: The options that are displayed on the Navigation bar are dependent on the account type selected.



USB Stick LED lights

The LED light on your USB Stick shows which kind of mobile network has been found, and whether the USB Stick is connected to that network.

Green blinking
A GPRS network has been found – you could connect

Green solid
Connected via GPRS

Blue blinking
A 3G network has been found – you could connect

Blue solid
Connected via 3G

Light blue solid
Connected via 3G Broadband.

Purple solid
You are in 4G coverage and the dashboard software will tell you if you are connected.

Signal strength

The strength of the mobile or Wi-Fi network signal is shown by the symbol to the left of the Connect button, and by the icon in the Windows Notification area.

The more bars that are filled in, the better the signal quality. At least one bar must be filled in order to connect.

Hints and tips

Install problems on PC with older version of VMB

If you had a problem installing the software (the symptoms could be any of the following):

– a new desktop icon for VMB was not created on your desktop, or

– when you run VMB from the desktop shortcut you do not get a new software splash screen displayed which says "Vodafone Mobile Broadband with QuickStart", or

– when you insert the device you do not see it appear as a CD ROM device on your computer, or

– when running VMB you receive a "Device Not Detected" message.

Note: The correct software has the "Vodafone Mobile Broadband with QuickStart" splash-screen, and you should be able to access all the functions referenced in this QSG by clicking on the Vodafone Mobile Broadband desktop icon.

The cause of the problem could be an issue with an incomplete un-install of an earlier version of the Vodafone Mobile Broadband software already installed for an older device. This problem may appear on all PCs with Windows operating systems. It should not occur on Apple devices.

Vodafone have developed a clean-up tool to remove the old version of the software correctly, it is available from www.support.vodafone.com/vmb_cleanup.

Download the clean-up tool and unzip the files. After removing the current VMB software (remove using Windows), run the clean-up tool (VmbCleanup.exe) and select all 3 options – Settings, Data and Device Registration. Re-boot your PC and then insert your new USB Stick, and the correct VMB software should install automatically.

Vodafone Mobile Broadband software manual installation

On Microsoft Windows computers

Plug your USB Stick into your computer

– Right-click on the VMB Lite 10.* drive in ‘My Computer’ (Start menu>Computer on Vista and Windows 7)

– Select ‘Open’ or ‘Explore’

– Double-click the file called setup_vmb_lite.exe on your USB Stick

– You will see a progress bar.

It may take a few minutes to set up your USB Stick, but once setup is complete, the Vodafone Mobile Broadband application will start and automatically connect you to the mobile network. If for some reason the application does not start, select Vodafone Mobile Broadband from the Windows Start menu, or double-click the Vodafone Mobile Broadband desktop icon.

On Mac OS X computers

When you plug your USB stick in for the first time, a disk named Vodafone Mobile Broadband will popup on your desktop. Double click on the Vodafone Mobile Broadband app to start installation. You will be asked to select your account type during this process. Vodafone Mobile Broadband will start automatically after installation.

The application won't install on Windows

If the software does not install, or the install progress bar keeps looping

From the Windows Start menu, select – Settings> Control Panel>System>Hardware>Device Manager

– Expand 'Universal Serial Bus Controllers'

– Right-click 'USB Mass Storage Device' and select 'Uninstall'

– If your devices are not reloaded, select 'Scan for Hardware changes' from the 'Action' menu.

Cannot open QuickStart application window

The following things may prevent you from opening the Vodafone QuickStart application window by double-clicking the desktop shortcut:

– Your computer already has a connection via an ethernet LAN cable

– Your computer already has a connection via a Wi-Fi network

– You may be using a VPN (Virtual Private Network).

Unplugging the LAN cable, switching off Wi-Fi on your computer, or exiting your VPN , and then re-inserting the USB Stick, or re-starting the PC may solve the problem.

No network can be found

Change your physical location: in a building, move closer to a window, move higher up, or go outside

– Open the QuickStart application window

– Select the Settings heading on the Navigation bar

– Select the Network entry in the Menu bar on the left

– Click ‘Search’ to search for available networks

– See if you can connect to one of the allowed networks listed

– Click ‘Save’ to save your change

– If you are abroad, contact Support, and check that data services and roaming are enabled on your account.

Note: If you can see the application window in your browser, you can find more hints and tips in the Help area. Selecting the Help option on the Navigation bar in any view, and then ‘Diagnostics’ in the Menu bar, may help you to identify a problem. This area also shows information that may be required if you need to contact Support at your mobile network operator. Select ‘Support’ from the Menu bar for more information and local support.

Re-installing the software

If you want to re-install the software from the USB Stick, you need to first delete the Vodafone Mobile Broadband Service software from your computer.

– From the Windows Start menu, select Settings> Control Panel>Add or Remove Programs (XP) or Programs and Features (Windows 7)

– Run the Vodafone Mobile Broadband Uninstaller

– Re-insert your USB Stick and the software will re-install.

No connection can be opened (1)

– Check the device status (click on desktop shortcut, select the QuickStart tab, Help on Settings bar, and select Diagnostics from the menu). This may indicate the source of the problem.

No connection can be opened (2)

Wait a few minutes and try to connect again. This is most often a temporary problem, especially if an ‘Error 631’ or ‘Error 619’ isreferenced. If the problem persists, please call Support.

– Close the application window and then re-open it

– Re-start your computer

– Open the QuickStart application window

– Select the Settings heading on the Navigation bar

– Select the Network entry in the Menu bar on the left

– Check which option is selected. If the option is set to a ‘Preferred’ option, set it to an ‘Only’ option

– Click ‘Save’ to save your change

– If you are using a VPN (Virtual Private Network), contact the administrator of your VPN

– Select the Account tab

– Select the Account type heading in the Navigation bar

– Check that the type of account you have with your mobile network operator is selected in the drop-down menu.

Glossary

Bearer	Communication method used for data transport over the mobile network, eg. 3G Broadband, HSPA, 3G, etc.
USB stick	A device for your computer that you can use to open a data connection over the mobile phone network.
EDGE	An enhancement to the GPRS bearer offering higher speeds, although not as fast as 3G Broadband.
GPRS	The General Packet Radio Service is a bearer offering higher data speeds than GSM, on which it is based.
GSM	Global System for Mobile Communication.
Home network	The network of the mobile operator who provided your SIM.
HSPA	High-Speed Packet Access bearer, enhancing 3G, including both HSUPA (Uplink) and HSDPA (Downlink).
HSUPA	High-Speed Uplink Packet Access bearer.
3G	The third-generation mobile phone service, as UMTS (Universal Mobile Telecommunications System) is also known, is a bearer providing higher data speeds.
3G broadband	The latest enhancement to the 3G bearer.
4G	The fourth-generation mobile phone service, also known as LTE (Long Term Evolution) is a bearer providing data speeds higher than HSPA+.
Roaming	You can use your mobile device on any other mobile network that has a roaming agreement with your operator, whether in your country or abroad.
SIM	Your Subscriber Identity Module is the postage-stamp-sized chip that you will have received together with your mobile contract. Your SIM has gold contacts on one side.

The term Mobile Broadband together with the ‘birds’ design is a trademark of GSMC Limited.

Mobile Broadband™

CE 1588

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